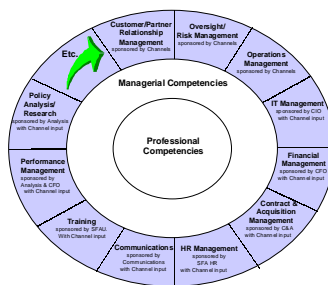




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SFA Competency Dictionary

Functional Competencies Ombudsman



Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.

Functional Competency	Definition
Customer Relationship Management	<ul style="list-style-type: none"> • Demonstrates understanding of SFA's service standards and engages in behavior to encourage customer satisfaction • Anticipates customer needs • Uses tools and available information effectively to build insight into customer needs for insightful, integrated interactions • Seeks information and tools to better understand customer's business • Establishes partnering relationships with new customers and builds on relationships with existing customers
Technical Assistance	<ul style="list-style-type: none"> • Demonstrates an understanding of the importance and impact of customer support on customer satisfaction and applies the appropriate customer support principles • Demonstrates skill in providing complete, accurate and real-time support to customer inquiries
Contract Management	<ul style="list-style-type: none"> • Demonstrates an understanding of the contract management vision of SFA • Demonstrates an understanding of contract management concepts, procedures and regulations • Ensures compliance with government contracting regulations • Applies the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's needs and objectives • Demonstrates ability to monitor progress and ensures



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Functional Competency	Definition
	<p>vendor/contractor adheres to standards and expected outcomes</p> <ul style="list-style-type: none"> • Demonstrates skill in working with vendors to lower the costs associated with technology and processes
Quality Management/Assurance	<ul style="list-style-type: none"> • Demonstrates an understanding of the principles, processes and techniques of quality management • Demonstrates an understanding of the importance of measuring quality in the organization, to manage and to improve continuously • Applies principles, processes and tools for quality management in conducting reviews
Product Knowledge	<ul style="list-style-type: none"> • Demonstrates an understanding of SFA's programs and products • Demonstrates the ability to remain current on products and program guidelines • Demonstrates ability to identify and access communication vehicles that describe SFA's products • Demonstrates ability to apply product knowledge to resolve customer questions and/or problems
Office Administration	<ul style="list-style-type: none"> • Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations
Planning and Budgeting	<ul style="list-style-type: none"> • Demonstrates an overall understanding of the planning and budgeting process • Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts • Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending actively • Analyzes and discusses budget implications



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Functional Competency	Definition
Research and Analysis	<ul style="list-style-type: none"> Identifies and utilizes specific information sources and methods of information gathering to make fact-based decisions Demonstrates skills in assessing and evaluating information to identify trends and potential issues Demonstrates ability to collect and validate internal and external data and provide analytical support by drawing conclusions from the information
Policy, Regulation and Legislation Awareness	<ul style="list-style-type: none"> Demonstrates an understanding of the general policies, regulation and legislation principles, laws and jurisprudence Interprets and applies policy, regulation and legislation knowledge appropriately to recommendation within the financial practices
Industry Knowledge	<ul style="list-style-type: none"> Demonstrates the ability to explain potential impacts of current industry/business issues and trends Develops and implements business solutions based on trends, opportunities, needs and market/technology direction
Customer Service Support	<ul style="list-style-type: none"> Demonstrates understanding of SFA's service standards and engages in behavior to encourage customer satisfaction Demonstrates the ability to develop an in-depth understanding of a customer's unique challenges, needs and wants in order to build effective relationships Demonstrates the ability to respond effectively to customer complaints and solve customer problems Demonstrates the ability to bring together resources, services and technical capabilities across SFA units to meet customer needs Demonstrates the ability to communicate, accept and assimilate different perspectives, approaches and backgrounds in resolving customer issues
Active Listening	<ul style="list-style-type: none"> Demonstrates ability to listens to and accurately capture others' expectations, ideas and concerns using active listening techniques (validation by repeating what was heard and asking follow-up questions for clarification) Demonstrates skill in adjusting manner/style/language to fit situation and expectations



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SFA Competency Dictionary

Functional Competency	Definition
Conflict Resolution	<ul style="list-style-type: none">• Demonstrates ability to quickly identify or isolate the root cause of issues or problems• Follows up on misunderstandings and critical issues to ensure they are recognized and resolved• Demonstrates the ability to convene the appropriate stakeholders to address issues and concerns when necessary• Demonstrates understanding of conflict resolution escalation process (both formal and informal) and adheres to such process in all situations• Remains calm and focused when others are showing signs of stress
Negotiation	<ul style="list-style-type: none">• Demonstrates the ability to identify options that contribute to a mutually agreeable solution• Demonstrates the ability to present recommendations in a manner that gains acceptance and agreement• Demonstrates an understanding of SFA's viewpoint in issue resolution
Process Improvement	<ul style="list-style-type: none">• Demonstrates the ability to review SFA's operations and identify and recommend process improvement opportunities